

HONOLULU HIGH-CAPACITY TRANSIT CORRIDOR PROJECT COMMENT SHEET	REVIEWER: Gary Touryan - PMOC (PACO Group Inc.)
	REVIEW DATE: April 15, 2008
DOCUMENT NAME: Quality Plan, Revision C	RESPONDER:
DOCUMENT DATE: March 25, 2008	RESPONSE DATE:

COMMENT NUMBER	SECTION NO. / PAGE NO.	COMMENT TYPE	COMMENT	RESPONSE	ACTION CODE	DISPOSITION CODE
1.	Section 1/Page 3	M	Section1 Comment 10 – a revision was made, but the “C” response code was used, the response code should be “A”		(click)	(click)
2.	Section 2/Page 4	D	Section 2 Comment 4 – The response indicates that there is confusion over the term “Quality Review”. Quality Review refers to Management Review, where the Management Representatives (usually the QA Manager) reports on the health of the quality management system to senior management (PM, DPM, and add others as appropriate). The review would include project specific quality concerns audit results, nonconformance issues (product and process), and corrective/preventive action performance customer satisfaction and continual improvement.		(click)	(click)
3.	Section 3/Page 6	D	Section 3 Comment 20 – There can be a distinction between Project Records and Quality Records, i.e. Project records include completed deliverables (Specifications, sets of drawings or calculations) are project records, as are meeting minutes, white papers and other documents essential to the project; whereas quality records are the interim check prints marked up for detail checks and technical reviews. The latter can be maintained by the quality entity, whereas the former should be maintained by document control.		(click)	(click)
4.	Section	D	Section 4 Comment 3 – There is a general		(click)	(click)

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	4/Page 7		confusion or at best meshing of nonconformance and corrective action. A nonconformance does not necessarily require corrective action. However, prudent judgment needs to be exercised on where to draw the line in the sand showing severity levels that would require corrective action (a nonconformance that requires activities on the project to halt would certainly require corrective action, as would those that affect budget and schedule). Repetitive minor non-conformances would also require corrective action.			
5.	Section 4/Page 8	D	Comment 4 – The response indicates a reactive approach, QMS's by nature should be proactive; the QMS should address what steps to take if promised actions are not taken in a timely fashion or no response to the request for action is received. At least the course of action is defined even if using it is found to be unnecessary; this would be keeping with the intent of the QMS and the FTA requirements (reference Element 12 bullet 4 in the FTA QA/QC requirements)		(click)	(click)
6.	Section 4/Page 8	D	Comment 8 – Hierarchically an observation is the most minor indicator that can come out of an audit. An observation is usually a statement of fact that can lead to (or be) an opportunity for improvement or preventive action. Observations can be used to illustrate minor infractions (one signature missing on one of 20 drawings that have 4 signatures per drawing). While that example is a nonconformance, it hardly suggests a systemic breakdown. A nonconformance is just that, a discrepancy with accepted practice or non-compliance to a requirement. Impact of the nonconformance would determine if and what level of corrective action is required (impact to schedule, budget are definite areas that would require investigation, as would not meeting a contractual requirement).		(click)	(click)

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7.	Section 6/Page 9	D	Comment 2 – The intent of the training requirement (reference Element 15 of the FTA QA/QC requirements and the ISO 9001:2000 clause 6.2.2 or even the ISO 9001:1994 clause 18) is that all personnel require training as there are project specific processes they need to be aware of. By formally training the team leads/managers of the project and then having them train their staff is fine as long as there is a criteria defined for on-the-job training, and a procedure is established for the maintenance of the records generated.		(click)	(click)
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